

## **The Court Reporters Board of California**

### **Mission**

To provide users of the judicial system access, consumer education, and consumer protection through quality assurance in the qualifications, performance, and ethical behavior of court reporters.

### **Vision**

Our vision is for judicial system consumers to be free from concerns relating to the accuracy and timely delivery of transcripts. We are committed to maintaining the highest standards of excellence through:

- demonstration of competence through validated testing of diversified applicants
- timely issuance of licenses to qualified applicants
- advancing licensees self-knowledge relating to changes in technology and law
- incorporating changes in technology into our regulatory program after those changes have been fairly assessed and determined to be in the best interest of the consumer.

**Court Reporters Board of California**  
2535 Capitol Oaks Drive, Suite 230  
Sacramento, CA 95833  
[www.courtreportersboard.ca.gov](http://www.courtreportersboard.ca.gov)

1951-2001

*50 Years of Consumer Protection*

F O R T H E R E C O R D

## **The Court Reporters Board of California**

Ensuring accurate, timely,  
and impartial transcripts



Gray Davis, Governor

Aileen Adams, Secretary,  
State and Consumer Services

Kathleen Hamilton, Director,  
Department of Consumer Affairs

## The Court Reporters Board

The Court Reporters Board of California (CRB) has a mandate to protect consumers who use the services and products offered by Certified Shorthand Reporters (CSRs). The Board is also responsible for administering the CSR examination which sets minimum competency levels that must be attained by candidates before entering the profession. In addition, it oversees the conduct of CSRs by investigating consumer complaints and disciplining CSRs found to be in violation of laws and regulations. Disciplinary actions range from a letter of reprimand to license revocation. The Board has the option of issuing a citation and/or fine for a violation, in lieu of disciplinary action.

There are more than 7,800 CSRs currently licensed in California and the Board receives more than 100 complaints a year. If an investigation warrants it, more serious complaints are referred to the Attorney General, who may be asked to file an accusation against a license. Penalties can include license revocation.

## The CSR Professional

Before being licensed, students spend more than four years in rigorous court reporter training, and must achieve a score of 97.5 percent accuracy on the State licensing exam prior to receiving a CSR license from the Court Reporters Board.

## The CSR's Legal Mandates

Whether they are taking testimony in court or in a deposition, CSRs have a legal mandate to be impartial. They are trained to avoid any activity that has or could give the appearance of impropriety. In addition, they must be knowledgeable, accurate, and professional.

## Grounds for Disciplinary Action

A CSR's license to practice his or her profession in California may be suspended or revoked (Business & Profession Code section 8025), for a variety of causes, some of which include:

- repeated unexcused failure to transcribe notes of cases pending on appeal and to file the transcripts within the time required by law or agreed to by contract
- loss or destruction of stenographic notes, whether on paper or electronic media, which prevents the production of a transcript due to negligence
- fraud, dishonesty, corruption, willful violation of duty, gross negligence or incompetence, or unprofessional conduct, which includes acts contrary to professional standards concerning items such as confidentiality, impartiality, filing and retaining notes, notifications, availability, delivery, execution and certification of transcripts
- conviction of a crime substantially related to the qualifications, functions and duties of a CSR, or failure to notify the Board of a conviction

Citations may be issued and fines may also be imposed for violations that do not warrant formal disciplinary action by the Board.

## Special Rules for Deposition Reporters

Mandated by state law, deposition reporters must make all products and services available to all parties, or their attorneys, involved in an action at the same time. In addition, the CSR taking the deposition is prohibited from:

- having a financial interest in an action
- being a relative or employee of any attorney of the parties, or of any of the parties
- providing notations or comments about the demeanor of any witness, attorney, or party present at a deposition, commonly referred to as witness profiling.

Furthermore, if requested, deposition CSRs must enter into the record all services and products made available to all parties, and any parties who are not represented by an attorney must be notified by the noticing party or his or her attorney that they may request a copy of the record of services and products that were made available.

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*Consumers may file complaints against Certified Shorthand Reporters by writing a letter or completing a complaint form explaining the circumstances of the complaint and mailing it to Court Reporters Board of California, 2535 Capitol Oaks Drive, Suite 230, Sacramento, CA 95833. A complaint form can be obtained from the Board's web site at [www.courtreportersboard.ca.gov](http://www.courtreportersboard.ca.gov) or by calling (916) 263-3660.*

*If you have questions about a potential complaint, or would like to discuss a possible violation by a CSR, you may contact the Board's Enforcement Unit at (916) 263-3660.*